

# PLANNING & DEVELOPMENT SERVICES

# NEWSLETTER

## JUNE 2010



*Building a Better Community with You*

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## LETTER FROM THE DIRECTOR

The Planning & Development Services Department continues its efforts at offering great services to the community and its customers! The most recent effort initiated by the City Manager, is the re-assignment of the City Engineer, the Development Review Engineers, and the Development Inspectors from the Public Works Department to the Planning & Development Services Department. This move will enable the City to continue its efforts at serving our customers through a one-stop shop where project review, from inception to inspection, is managed through one single department.

This recent move builds on the numerous service improvements implemented by the City over the past several years. The results of these efforts are a highly professional review process that delivers quality results for the residents of College Station in an expedient manner. We look forward to continuing to improve our services and to the many new possibilities this most recent effort offers. Stay tuned for announcements of even more improvements over the next several months.

Robert S. Cowell, Jr., AICP, CNU-A  
Director



CITY OF COLLEGE STATION  
*Home of Texas A&M University®*

## TRACKING THE NUMBERS

### New Single-Family Homes:

YTD - 1 yr	YTD - 2 yr
↑ 18%	↓ 6%

### New Commercial:

YTD - 1 yr	YTD - 2 yr
↑ 3%	↓ 45%

### Total Permits:

YTD - 1 yr	YTD - 2 yr
↑ 14%	↓ 22%

Year-to-date, single-family home permits increased in quantity when compared to last year at this time, June 2009, and decreased when compared with two years ago, June 2008.

Year-to-date, new commercial permits experienced an increase in quantity when compared to last year at this time, June 2009, and a decrease compared with two years ago, June 2008.

Year-to-date, total permits experienced an increase in quantity when compared to last year at this time, June 2009, and experienced a decrease when compared with two years ago, June 2008.

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## STAFF MEMBER PROFILE : BENJAMIN MCCARTY

Benjamin McCarty is our Commercial Plans Examiner and he began his career with the City of College Station in October of 2005. Ben is originally from Seguin, Texas, but came to College Station in 1996 to earn his Bachelor's degree in Environmental Design from the College of Architecture at Texas A&M University, which he received in 2001. As part of his studies at A&M, Ben was fortunate enough to be accepted into a co-op program where he helped in the construction of the US Embassy in Moscow, Russia, for a year. Instead of accepting an extended contract to continue helping with the construction, Ben decided to return to A&M and finish his degree. Ben's current goal is to expand his knowledge further by achieving his State Plumbing License and his Master Plans Examiner certification.

During his almost five years with the City, Ben has acquired an incredible amount of knowledge and has also achieved six certifications which assist him in performing his many duties as the plans examiner. There are numerous building, energy, plumbing, mechanical, and electrical codes that Ben is responsible for knowing and applying when reviewing construction documents. It takes Ben approximately one week to review a large commercial project. During his service here at the City, he has reviewed over 1,500 commercial projects, both large and small.

Ben enjoys the work that he performs and hopes to be fortunate enough to retire with the City one day. Not only does he value reviewing the different building designs while examining construction documents, he does an incredible job ensuring that they meet the intent of the various codes that he is responsible for applying. In addition to working with a great staff, Ben has enjoyed watching College Station grow while working on the different projects that have developed, and are developing, in College Station.





# STRONG & SUSTAINABLE NEIGHBORHOODS GRANT PROGRAM

## Origin & Purpose

The Strong & Sustainable Neighborhoods Grant Program assists associations and neighborhood groups with physical/ non-physical and community building projects. This program is a matching grant program, creating a partnership between the neighborhoods and the City to accomplish common goals.

## The goals of the Strong and Sustainable Neighborhoods Grant Program include:

- Strengthen and improve neighborhood associations
- Improve the appearance of city neighborhoods
- Strengthen the relationship between the HOA and the City government
- Stimulate inter-neighborhood cooperation
- Encourage new communities to develop their own neighborhood associations
- Stimulate interaction between all College Station HOAs/Neighborhood associations

(Continued on next page)



## STRONG & SUSTAINABLE NEIGHBORHOODS GRANT PROGRAM (CON'T)

### **Who can apply?**

All neighborhoods are eligible to apply for assistance through the program. Neighborhood and Homeowners Associations that are registered with the City's Neighborhood Partnership Program (NPP) will be given priority status in selection. Neighborhoods that are not a part the NPP are eligible for funds for non-physical and community building projects but not for physical projects including Gateway Grants.

### **What are considered Non-Physical Projects ?**

These are projects that are intended to strengthen the quality of life and/or integrity of a neighborhood. Some examples are one-time events such as a festival, a celebration, application for a zoning overlay, a training session or a workshop. Twenty-five percent (25%) of the budgeted funds to the grant program will be dedicated for non-physical projects.

### **What are considered Physical Projects?**

These are projects that are intended to enhance the physical aspects of a neighborhood. Some examples are beautification projects, landscaping, neighborhood clean ups or a tangible building project such as a gateway or entry-way improvement. Fifty percent (50%) of the budgeted funds to the grant program will be dedicated for Physical Projects.

### **What are considered Community Building Projects?**

These projects are intended to bring the community together to work on a project. Some examples are a neighborhood clean-up, a drive to increase resident membership or participation in an association, developing a neighborhood newsletter for distribution, community gardens or a neighborhood forum. Twenty-five percent (25%) of the budgeted funds will be dedicated for Community Building Projects.

### **What activities or groups are ineligible for funding?**

- Political Campaigning
- Alcohol purchases
- Association business expenses or trips
- Individual persons or individual businesses
- Religious organizations

For more information, please contact Barbara Moore, Neighborhood Services Coordinator at [bmoore@cstx.gov](mailto:bmoore@cstx.gov) or 764-6262. Grant deadline for this grant cycle in **August 2, 2010.**



# BRYAN/COLLEGE STATION METROPOLITAN PLANNING ORGANIZATION UNIFIED PLANNING WORK PROGRAM

The Unified Planning Work Program (UPWP) is prepared and approved annually by the Policy Committee of the Bryan/College Station Metropolitan Planning Organization (BCSMPO). The Policy Committee is composed of representatives of the following agencies: City of College Station (Mayor Berry), Brazos County, City of Bryan, Texas A&M University, and the Texas Department of Transportation (TxDOT). Pursuant to current transportation legislation, the BCSMPO's Fiscal Year (FY) 2010 UPWP identifies all transportation and related planning activities that will be undertaken by the BCMPO during the project year from October 1, 2010 to September 30, 2011.

The UPWP helps to assure that planning resources are allocated according to regional needs as identified by City of College Station, Brazos County, City of Bryan, , Texas A&M University, TxDOT and The District.

The UPWP is developed to serve these specific objectives:

1. Define work activities to meet the needs of local, state and federal agencies in accordance with applicable transportation requirements.
2. Identify funding sources for work to be completed.
3. Coordinate work activities and relationships (both internal and external).
4. Promote the wise use of public resources through sound decision-making and interagency coordination.

The FY2011 UPWP is developed in accordance with regulations set forth in the Safe, Accountable, Flexible, and Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), adopted August 10, 2005. The MPO is responsible, together with the State of Texas, for carrying out the provisions of SAFETEA-LU under Sections 1107 and 6001; ISTEA & TEA-21, under Title 23, United States Code, Section 134 (The Urban Transportation Planning Process), and further regulated by Title 23 Code of Federal Regulations 420 and 450 .

Finally, the BCSMPO Technical Advisory Committee (TAC) is responsible for advising the Policy Committee on all urban transportation planning matters and to help guide the metropolitan transportation planning process. Additionally, this committee advises on issues of a technical nature and provides recommendations on BCSMPO policy issues. The TAC is comprised of engineers, planners, technicians, city/county full-time staff, and staff of state and federal transportation agencies and representative of the following agencies City of College Station (Joe Guerra AICP, PTP Transportation Planning Coordinator), Brazos County, City of Bryan, Texas A&M University, the District and TxDOT.

For more information concerning the UPWP please visit the MPO website at the following link:  
<http://www.bcsmpo.com/plans-and-programs/unified-planning-work-program-upwp/>.





## OVERVIEW OF BIKEABILITY/WALKABILITY

Building a community that is more bikeable and walkable continues to be at the forefront of discussion as the implementation of the Bicycle, Pedestrian, and Greenways Master Plan, which was adopted in January 2010, gets underway. The lasting impacts and benefits that the built environment and programs can produce for transportation, recreation, healthy living, and the environment increase the community's quality of life.

The Planning and Zoning Commission has begun discussions to determine how they can make changes in the Unified Development Ordinance (UDO) to further this effort. This was initiated with an evaluation of factors that influence the decision to bicycle or walk in order to determine areas that warranted further discussion. To date, the Commission has explored planning efforts, engineering, and programs. Further discussion over the next couple of months will include the following topics of interest: bicycle facilities, intersections, and grade-separated crossings.

Also of great importance to implementing the Bicycle, Pedestrian, and Greenways Master Plan is the creation of an Advisory Board that will advise the City Council and the Planning and Zoning Commission on all matters concerning bicycling, walking, and greenways. This Board should be in place by September and will consist of members with technical expertise in various areas, as well as consist of users.

If you would like to view the newly adopted Bicycle, Pedestrian, and Greenways Master Plan, please visit our website at [www.cstx.gov/hikeandbike](http://www.cstx.gov/hikeandbike). If you have questions about the plan or bicycle, pedestrian and greenway projects, or planning in general, feel free to contact Venessa Garza, Greenways Program Manager at 979-764-3674 or by email [vgarza@cstx.gov](mailto:vgarza@cstx.gov).





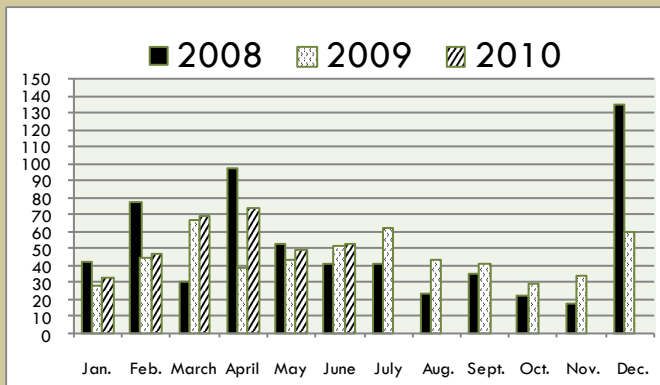
## BUILDING PERMIT TOTALS:

Month of June 2010						Month of June 2009		
Type of Permit	Permit	Unit	Total Sq. Ft.	Heat Sq. Ft.	Amount	Permit	Unit	Amount
Single Family Home	52	52	92,553	100,195	\$6,924,720	51	51	\$7,275,274
Duplex	0	0	0	0	\$0	0	0	\$0
Tri-plex/Four-plex	0	0	0	0	\$0	0	0	\$0
Apartment	0	0	0	0	\$0	0	0	\$0
Residential Addition	4	N/A	2,076	1,646	\$109,480	7	N/A	\$220,351
Residential Remodel	7	N/A	3,500	308	\$239,114	4	N/A	\$38,600
Residential Garage/Carport Addition	0	N/A	N/A	N/A	\$0	2	N/A	\$34,700
Residential Demolition	0	N/A	N/A	N/A	\$0	0	N/A	\$0
Residential Slab Only-SF	0	N/A	N/A	N/A	\$0	0	N/A	\$0
Residential Slab Only-DP	0	N/A	N/A	N/A	\$0	0	N/A	\$0
Residential Slab Only-3&4	0	N/A	N/A	N/A	\$0	0	N/A	\$0
Residential Slab Only-Apt.	0	N/A	N/A	N/A	\$0	0	N/A	\$0
Hotel / Motel / Inn	0	N/A	N/A	N/A	\$0	1	N/A	\$2,600,000
New Commercial	7	N/A	81,155	76,936	\$4,559,630	3	N/A	\$2,136,049
Commercial Remodel	9	N/A	N/A	N/A	\$682,409	16	N/A	\$373,100
Commercial Addition/Retaining Wall	2	N/A	N/A	N/A	\$1,230,000	2	N/A	\$14,300
Commercial Demolition	3	N/A	N/A	N/A	\$10,200	2	N/A	\$99,500
Commercial Slab Only	1	N/A	N/A	N/A	\$175,400	0	N/A	\$0
Swimming Pool	4	N/A	N/A	N/A	\$134,100	7	N/A	\$284,825
Sign	8	N/A	N/A	N/A	N/A	7	N/A	\$46,971
Moving & Location	0	N/A	N/A	N/A	\$0	0	N/A	\$0
Storage / Accessory	0	N/A	N/A	N/A	\$0	4	N/A	\$63,000
Roofing	8	N/A	N/A	N/A	\$68,800	6	N/A	\$3,080
<b>TOTALS</b>	<b>105</b>	<b>52</b>	<b>179,284</b>	<b>179,085</b>	<b>\$14,133,853</b>	<b>112</b>	<b>51</b>	<b>\$13,189,750</b>

January 1, 2010 - June 30, 2010						January 1, 2009 - June 30, 2009		
Type of Permit	Permit	Unit	Total Sq. Ft.	Heat Sq. Ft.	Amount	Permit	Unit	Amount
Single Family Home	320	320	792,492	619,628	\$43,839,969	272	272	\$37,077,772
Duplex	1	2	2,300	2,080	\$137,280	0	0	\$0
Tri-plex/Four-plex	0	0	0	0	\$0	0	0	\$0
Apartment	2	2	10,944	10,608	\$796,450	1	21	\$1,800,000
Residential Addition	36	N/A	14,450	10,327	\$1,174,525	39	N/A	\$1,522,513
Residential Remodel	59	N/A	11,515	8,823	\$1,155,474	45	N/A	\$656,743
Residential Garage/Carport Addition	3	N/A	N/A	N/A	\$49,500	4	N/A	\$58,600
Residential Demolition	6	N/A	N/A	N/A	\$20,500	11	N/A	\$28,850
Residential Slab Only-SF	2	N/A	N/A	N/A	\$22,802	3	N/A	\$18,700
Residential Slab Only-DP	0	N/A	N/A	N/A	\$0	0	N/A	\$0
Residential Slab Only-3&4	0	N/A	N/A	N/A	\$0	0	N/A	\$0
Residential Slab Only-Apt.	3	N/A	N/A	N/A	\$100,000	0	N/A	\$0
Hotel / Motel / Inn	1	N/A	N/A	N/A	\$100,000	2	0	\$6,000,000
New Commercial	35	N/A	200,243	197,164	\$116,464,765	24	N/A	\$13,782,736
Commercial Remodel	31	N/A	N/A	N/A	\$3,248,009	41	N/A	\$2,880,365
Commercial Addition/Retaining Wall	9	N/A	N/A	N/A	\$1,561,009	7	N/A	\$3,417,300
Commercial Demolition	1	N/A	N/A	N/A	\$1,000	7	N/A	\$211,636
Commercial Slab Only	3	N/A	N/A	N/A	\$199,900	0	N/A	\$0
Swimming Pool	34	N/A	N/A	N/A	\$1,111,275	33	N/A	\$1,448,620
Sign	58	N/A	N/A	N/A	\$105,142	60	N/A	\$322,004
Moving & Location	0	N/A	N/A	N/A	\$0	5	N/A	\$244,000
Storage / Accessory	10	N/A	N/A	N/A	\$37,600	22	N/A	\$236,370
Roofing	76	N/A	N/A	N/A	\$433,925	16	N/A	\$26,180
<b>TOTALS</b>	<b>690</b>	<b>324</b>	<b>1,031,944</b>	<b>848,630</b>	<b>\$170,559,125</b>	<b>592</b>	<b>293</b>	<b>\$69,732,389</b>



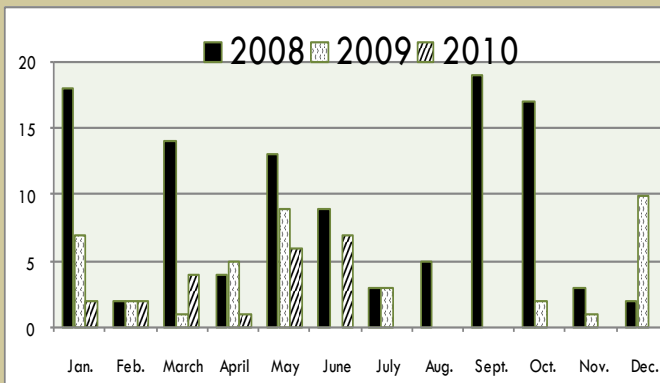
### NEW SINGLE FAMILY PERMITS 3 YEAR—COMPARISON BY MONTH



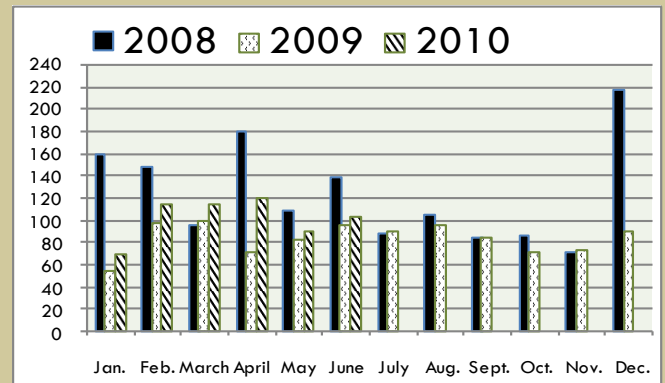
### PERMITS BY TYPE YEAR TO DATE

Type of Permit	Permit	Unit	Amount
Single-Family Home	320	320	\$43,839,969
Duplex	1	1	\$137,280
Tri-Plex/Four-plex	0	0	\$0
Apartment	2	2	\$796,450
New Commercial	35	N/A	\$116,464,765
Commercial Remodel	31	N/A	\$3,248,009

### NEW COMMERCIAL PERMITS 3 YEAR—COMPARISON BY MONTH



### TOTAL PERMITS 3 YEAR—COMPARISON BY MONTH





## REZONING SCOOP:

Project Number	Location of Land	Acres	Request	P&Z Date	Status	Council Date	Status
10-500060	1571 William D. Fitch Parkway	5	AO to PDD	17-Jun	Denied	22-Jul	
10-500070	4250 Decatur Drive	0.8625	AP & R1 to PDD	15-Jul		22-Jul	
10-500119	4101 State Highway 6 South	2.97	AO to C1	15-Jul		12-Aug	

## BUILDING INSPECTIONS:

MONTH	BUILDING	PLUMBING	ELECTRIC	MECHANICAL	LAWN	SIGN	POOL	DEMO	TOTAL
JANUARY	277	233	192	112	18	13	6	0	851
FEBRUARY	291	214	194	131	3	10	12	0	855
MARCH	365	290	289	150	5	12	13	0	1124
APRIL	364	294	201	185	22	9	19	0	1094
MAY	384	316	235	216	56	3	14	0	1224
JUNE	440	333	236	254	6	11	10	0	1290

## CODE ENFORCEMENT ACTIVITIES SUMMARY:

MONTH	HEALTH & SANITATION	PROPERTY MAINTENANCE	PUBLIC NUISANCE	FIRE PROTECTION	TRAFFIC CODE	SANITATION	UDO/ ZONING	RENTAL REGISTRATION	MISCELLANEOUS	TOTAL
JANUARY	129	40	38	19	20	172	90	575	362	1445
FEBRUARY	130	73	77	17	48	156	87	66	430	1084
MARCH	463	43	111	55	31	88	108	16	725	1640
APRIL	654	31	64	50	22	89	135	7	389	1441
MAY	475	37	56	75	40	118	241	3	255	1300
JUNE	637	21	47	12	18	115	121	6	428	1405



# THE ANNUAL REVIEW OF THE COMPREHENSIVE PLAN

College Station's most recent holistic update to its Comprehensive Plan was adopted on May 28, 2009, after approximately three years of research, public input, and plan creation. The Unified Development Ordinance requires an annual review of the Plan to provide for an on-going effort to monitor the progress of its implementation. This summer, the Planning and Zoning Commission and City Council are considering what has been accomplished to implement the Plan, what obstacles have arisen, what amendments should be considered in the future, and the plan for action in the upcoming year.

In its first year, there were a number of significant actions and accomplishments that have helped or are helping to implement the Comprehensive Plan. These include a variety of programs, policies, regulations, actions, and investments, examples of which can be seen below.

## **Towards the implementation of Green Community Initiatives:**

- The adoption of the 2009 International Building Codes and the 2008 National Electrical Code. Among other things, the codes help improve energy efficiency.
- The adoption of the Bicycle, Pedestrian, and Greenways Master Plan that, when implemented, will expand alternative transportation programs, facilities, and infrastructure.

## **Towards the continued phased expansion of water supply resources and production capacity:**

- The completion of Well No. 8, which will boost production capacity by 3 million gallons per day.
- The completion of a parallel collection line for all wells along Sandy Point Road.
- The current development of the Water/Wastewater Master Plan. (Continued on the next page)







## THE ANNUAL REVIEW OF THE COMPREHENSIVE PLAN(CON'T)

### **Towards plans for specific neighborhoods,**

- The adoption of the Central College Station Neighborhood Plan, for the neighborhood planning area encompassing Southwood Valley, Edelweiss, and their surrounds.



### **Toward a strengthened code enforcement program:**

- The enforcement of the Rental Registration program.
- The partnering of Code Enforcement, the Police Department, and Neighborhood Services to identify problem areas in the City and to work together to resolve issues in those neighborhoods.

### **Towards commercial area redevelopment (Northgate, University Drive, Post Oak Mall, Ramada, retail centers):**



- The implementation of the Northgate District Management Division of the Economic and Community Development Department to oversee the maintenance and operations of public facilities in the area.

### **Towards water / wastewater / drainage rehab projects in older neighborhoods and redevelopment areas:**

- The design of a water and sewer rehabilitation Capital Improvement Program project in the vicinity of Southwest Parkway, Harvey Mitchell Parkway, Glade Street, Welsh, and Shadowwood.
- The design of a water and sewer rehabilitation Capital Improvement Program project in the vicinity of Haines Street, Southwest Parkway, Glade Street, and Langford Street.
- The design of a water rehabilitation project for Patricia Street in Northgate.

# THE ANNUAL REVIEW OF THE COMPREHENSIVE PLAN (CON'T)

## Towards implementation of a context-sensitive roadway design approach:



- An update to the B/CS Unified Design Guidelines to reflect the right-of-way widths described in the Comprehensive Plan that would be needed to provide different elements of context sensitive design.
- The installation of street trees at the intersection of Texas and Harvey Mitchell Parkway and the current development of a 10-ft. wide multi-use trail that will extend from this intersection to A&M Consolidated High School.
- The provision of context sensitive elements such as bike lanes, sidewalks, and landscaping with the Barron Road Widening, Victoria Extension, and Holleman Extension Capital Improvement Program projects.

## Towards the rejuvenation of existing parks:

- The current development of the Parks and Recreation Master Plan.
- The design of improvements for Brothers Pond Park.
- The current construction of a pavilion for Pebble Creek Park.
- The design of a new concession and restroom building at Stephen C. Beachy Central Park through the Capital Improvement Program.
- The enhancement of Castlegate Park with a tot playground.
- The replacement of the playground equipment at Wolf Pen Creek Amphitheater and the design of a Capital Improvement Program project to develop a water feature and plaza.





# THE ANNUAL REVIEW OF THE COMPREHENSIVE PLAN (CON'T)

## **Towards “Natural Corridor” greenway initiatives:**

- The purchase of 120 acres along Carters Creek in conjunction with the water reclamation project.

## **Towards image and beautification initiatives:**



- The completion of the William D. Fitch Parkway Widening Phase II, which included landscaped medians and the University Drive beautification project, which included the planting of trees at University Drive and Earl Rudder Freeway.
- The agreement with the Texas Department of Transportation that the City will provide trees at the Harvey Mitchell Parkway and Wellborn interchange.



## **Towards annexation / service extension planning and strategic annexations:**

- The acceptance of five annexation agreements representing a total of 281 acres in the area of Wellborn and Greens Prairie roads.
- The annexation of seven acres on Rock Prairie Road West and 52.73 acres on Greens Prairie Trail by petition of the property owners.

The full report of the Comprehensive Plan Annual Review can be accessed online at [www.cstx.gov](http://www.cstx.gov), following the links to the City Council Agenda for July 8<sup>th</sup>, 2010

**POPULATION:** The June population estimate is 93,991 .



## PLANNER ON CALL FREQUENTLY ASKED QUESTION

The Planner on Call system helps over 1,800 people a year that call, email, or come into the P&DS office with questions related to planning and development. This section highlights some of the more common questions. If you have questions for the Planner on Call, please contact us at 979.764.3570 or [POC@cstx.gov](mailto:POC@cstx.gov).

**Q:** My commercial development needs a way-finding system to help visitors maneuver through the site. What options are available?

**A:** There are two types of signage that can help to accomplish a way-finding system within the site. The first is referred to in Section 7.4 of the Unified Development Ordinance as Directional Traffic Control Signs. These signs may be three square feet in area and four feet in height. A site may install one sign per curb cut, and each sign is limited to fifty percent copy or logo. This type of signage is meant to indicate the entrance or exit of a site, but can also be used to show a drive-thru location or even to welcome guests. The actual content is not regulated, but the allowable percent of copy or logo does restrict how much information can be relayed.

**(Continued on the next page)**







## PLANNER ON CALL FREQUENTLY ASKED QUESTION (CON'T)

The second type of signage is “non-visible” signage and much more flexible because it is exempt from the permitting process. There is no limit on the sign height, area, or information displayed. However, the Site Design Standards provides a table of measurements showing how far from an abutting property line the sign must be to be considered “non-visible.” In this table, the visibility is determined by the font and copy size of the information being presented. The table in reference is shown below.

Distance from Property Line	Height of Copy or Logo
75'	1"
150'	2"
225'	3"
300'	4"
375'	5"
450'	6"
525'	7"
600'	8"
675'	9"
750'	10"
825'	11"
900'	12"



## **Notice**

### **Adjustments to Service Delivery System**

Due to current budget constraints, Planning & Development Services is unable to fill several key positions within the Department. Unfortunately, this situation will result in a decreased service level. Specifically, we anticipate our ability to respond as quickly to building inspection requests and code enforcement complaints will be impacted.

In light of our current staffing level, the following changes will be implemented immediately:

#### **Building Division**

- **Maximize Inspection Time** - In an effort to maximize the number of inspections performed each day, the daily inspection report will be prepared before 8:00 am each day. Therefore, the morning deadline to request an inspection is being moved from 8:00 am to 7:00 am. This adjustment will enable the Building Inspectors to get out in the field earlier.
- **Inspection Turn Around Time** - We can no longer guarantee a half-day turn around on building inspection requests. However, we will strive to provide a 24-hour turn around on such requests.
- **Coordinate Inspection Requests** - Inspection requests will be combined as much as possible to maximize efficiency. For example, the electrical rough-in, plumbing top-out, and mechanical rough-in inspections may be held and performed with the framing inspection.
- **Prioritize Inspection Requests** - More scrutiny will be placed on prioritizing inspection requests. For example, lawn irrigation inspection requests may be held and performed as the workload allows.
- **Specific Time Requests for Inspections** - With limited exceptions, we can no longer guarantee specific time requests for inspections.

#### **Code Enforcement Division**

- **Consolidated Code Enforcement Areas** - Until recently, the City was divided into five code enforcement zones. These zones have been reconfigured to four zones citywide to make the best use of our resources.
- **Complaint Follow-up** - There may be a delay in the follow-up to code enforcement complaints. To date, Code Enforcement Officers have provided a 24-hour turn around time on complaints, however, the response time may be extended to 48 hours due to current staffing levels.

We apologize for any inconvenience these adjustments to our service delivery system may cause and appreciate your patience and understanding as we make every effort to meet work demands with limited staff.